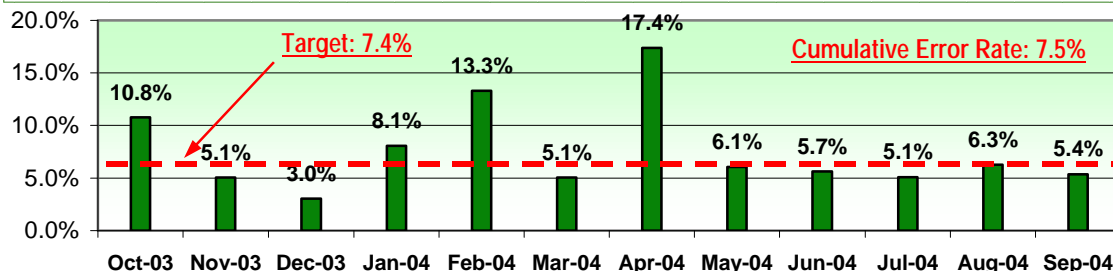


# QC/QA NEWSLETTER

*'To enrich lives through effective and caring service'*

## FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2004



## QUICK TIPS - FOOD STAMPS

The \$25 error tolerance level for QC/QA audits does not apply to ineligible cases. If a case is ineligible and the Food Stamp allotment that was issued was \$10, then this error is not dropped. It will be cited as an ineligible case.

### Document, Document, Document

When the QR-7 comes and the income has changed, be sure the correct pay frequency is being used. Now that Quarterly Reporting is here, documentation in the **Case Comments** screen is more critical to prevent errors. Case documentation must include sufficient information for a QC auditor (or a Welfare Fraud Investigator) to be able to determine what action the EW took and why. At minimum **LEADER Case Comments** should include:

- ▶ When the changes occurred and in what sequence;
- ▶ When the changes were reported;
- ▶ What income was entered in LEADER and why; and
- ▶ What action the EW took and why.

## QUICK TIPS - MEDI-CAL

### Letters of Authorization

The California Department of Health Services recently conducted a focused review of MC 180s, Letters of Authorizations (LOA), that are used to provide verification of **Medi-Cal eligibility for services provided more than one year prior**.

Preliminary findings indicated a lack of required documentation in the case files reviewed to establish Medi-Cal eligibility at the time the medical services were provided and to support the MC 180. **It is essential** that with each MC 180 processed, Medi-Cal eligibility has been established and that a copy of the LOA is filed in the financial folder of the case record along with any supporting documentation (DAPD decision, SSA/SSI award letter, SDX printout, etc.)



**Management Information  
and Evaluation**  
12820 Crossroads Pkwy South  
West Annex  
City of Industry, CA 91746

Phone: (562) 908-5850  
Fax: (562) 692-9339  
LonnieQuach@ladpss.org